

Training Topics	Contractors
1500 from Filing	AdminaStar Federal Part B
1st Quarter National Calibration Call	Riverbend GBA Part A
22X & 23X TOBs	Anthem Health Plans of NH Part A
30 & 36 Month Rule	FCSO Part A
Anatomy & Medical Terminology	BCBSMT Part A
Appeals	Riverbend GBA Part A
Back To The Basics- Guiding CSRs through a call from start to finish	Palmetto GBA Part B
	Palmetto GBA Part A
Basic Billing	BCBSMT Part A
Billing Codes	FCSO Part A
Broadcast of Revisions	TrailBlazer Part B
Bulletins/ Newslines	Palmetto GBA NC Part A
	CAHABA Part B
Cahaba CBTs	CAHABA Part A
Capped Rentals	AdminaStar Federal DMERC
CERT	TrailBlazer Part B
	Palmetto GBA Part B
Claims Processing	Palmetto GBA NC Part A
	Arkansas BCBS (RI)
CLIA	BCBSMT Part B
CMS /OPS Flyers	FCSO Part B
CMS Job Aids Website	BSBSMT Part A
CMS Website	Highmark Medicare Services Part B
	Empire Part B
COBC	AdminaStar Federal Part A

Training Topics	Contractors
Compliance	AdminaStar Federal Part A
Composite Rate	FCSO Part A
Control Desk Based on CR 3939	BSBCMT Part B
CRs	BCBSMT Part A Riverbend Part A BCBSMT Part B Arkansas BCBS (RI) CAHABA Part A BCBSMS (TriSpan) Palmetto GBA - Gulf Coast RHHI Arkansas BCBS Part B CAHABA GBA Part B Palmetto GBA NC Part A
CSI Training with EDI	AdminaStar Federal DMERC
Customer Service	Regence Part A
Daily Proficiency Questions	BCBSMT Part B
DDE	BCBSMS (TriSpan)
Demand Bills	Anthem Health Plans of NH Part A
Determining a Medicare Beneficiary's Eligibility for Medicare Preventive Services	CAHABA GBA Part B
Draft Versions of Carrier Desk Level	BCBSMT Part B
ECSR	AdminaStar Federal Part A
Electronic Claims Qualifiers	BCBSMT Part B
Eligibility	Wisconsin Physicians Services Medicare Part B
ESRD	FCSO Part A
Excel	Arkansas BCBS Part A
External Affairs Update	AdminaStar Federal DMERC
Fact Sheet	Palmetto GBA Part A

Training Topics	Contractors
Financial Issues	TrailBlazer Part A AdminaStar Federal DMERC
Frequency of Dialysis	FCSO Part A
Global Surgery	Palmetto GBA Railroad Palmetto GBA Part B
Grab Bag	Palmetto GBA Part B
HIGLAS	TrailBlazer Part A
HIMR	CAHABA GBA Part B
Home Health	CIGNA Highpoint Part B
Hospice	Palmetto GBA Railroad
Hot Topics	CAHABA Part A
How to be Effective vs. Non-effective	TrailBlazer Part B
Identifying Sandbags	Riverbend GBA Part A
Importance of Superior Telephone Etiquette	TrailBlazer Part B
Inpatient Psychiatric PPS	Regence Part A
IOM	Highmark Medicare Services Part B
Job Aid	Palmetto GBA Part A Palmetto GBA Part B Empire Part B Palmetto GBA Part A
JSM	Arkansas BCBS (RI) Arkansas BCBS Part B
Lab Panel Training	Cigna Highpoint Part B
LevelII/PRRS escalations	TrailBlazers Part A
Medicare Advantage	COSVI Medicare Part A

Training Topics	Contractors
Medical Necessity/LCD NCD	AdminaStar Federal Part B Palmetto GBA NC Part A
Medical Review	Palmetto GBA Part A
Medical Terminology	Palmetto GBA Railroad
Medicare Learning Network	Highmark Medicare Services Part B
Medicare Part D	FCSO Part A
Medlearn Matters	Riverbend GBA Part A Palmetto GBA Part A Palmetto GBA NC Part A
Method Selection	FCSO Part A
Mobility Policy	AdminaStar Federal DMERC
MONI-VMS	AdminaStar Federal DMERC
Montana Medicare's What's New section for New Information	BCBSMT Part A
MSP	CAHABA GBA Part B Palmetto GBA - Gulf Coast RHHI Highmark Medicare Services Part B Wisconsin Physicians Service Medicare Part B Arkansas BCBS Part B
MSP Guidelines and Processing	Arkansas BCBS (RI)
MSP/COB	AdminaStar Federal Part B
National Call Calibration	CAHABA Part A
National Call Center List Serv on Abusive Irate Callers	Palmetto GBA - Gulf Coast RHHI
Navigate NCD and LMRP on CMS Web Site	Empire Part B

Training Topics	Contractors
November Medicare Advisory Review	Palmetto GBA Part B Palmetto GBA Part A
Observation Criteria	AdminaStar Federal Part A
Overview	Palmetto GBA Part A
Parameters	FCSO Part A
PDP	COSVI Medicare Part A
Performance Requirements	TrailBlazer Part B
Physician Billing for Hospice	CAHABA Part A
Podiatry	Highmark Medicare Services Part B
Possibly Standardization Dispositions	Empire Part B
PPS Revisions to IOM	BCBSMT Part B
PPTN Training with EDI	AdminaStar Federal Part B
Presbyopia (Correcting Intraocular Lens)	BCBSMT Part B
Preventive Services	CAHABA GBA Part B
Privacy Requirements	Arkansas BCBS (RI)
Procedures (DLP) for Appeals	BCBSMT Part B
Provider Claim Issues	Regence Part A
Provider Enrollment	COSVI - Medicare Part A
PRRS Referrals	TrailBlazers Part B
Psychiatric Training	Noridian Administrative Services
QCM	Arkansas BCBS Part A TrailBlazers Part A BCBSMT Part B CAHABA GBA Part B AdminaStar Federal DMERC

Training Topics	Contractors
	TrailBlazers Part A
QCM Mock Calls	BCBSMT Part B
Quality Customer Service	TrailBlazer Part B
Recap & Questions	Anthem Health Plans of NH Part A
Research Skills for Financial Services	FCSO Part B
Retention Assessment	CAHABA GBA Part B
Service Request	Regence Part A
SNF	Anthem Health Plans of NH Part A BCBSMT - Part B Anthem Health Plans of NH Part A Anthem Health Plans of NH Part A
SOP	AdminaStar Federal Part A
Stop Pay & Reissue	TrailBlazer Part A
Team Training/Updates	AdminaStar Federal DMERC AdminaStar Federal Part B AdminaStar Federal Part A
The Management of Challenging Calls	TrailBlazer Part B
Therapy CCI	AdminaStar Federal Part A
Top Five Errors/ PCOM	FCSO Part B
Transmittals	AdminaStar Federal Part A
UB-92 Coding	BCBSMT Part A
Updates	Palmetto GBA NC Part A
Web Navigation	Palmetto GBA Railroad
Writing/ Communication Skills Video	Palmetto GBA - Gulf Coast RHHI